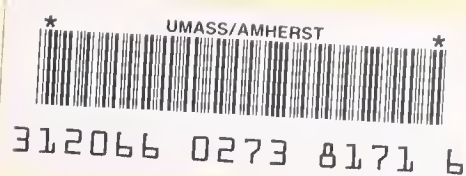


MASS. ERI.2: S041/3



SOLAR

CONNECTIONS

Contractors

Engineers

Designers

Suppliers

GOVERNMENT DOCUMENTS
COLLECTION
JUL 8 1987
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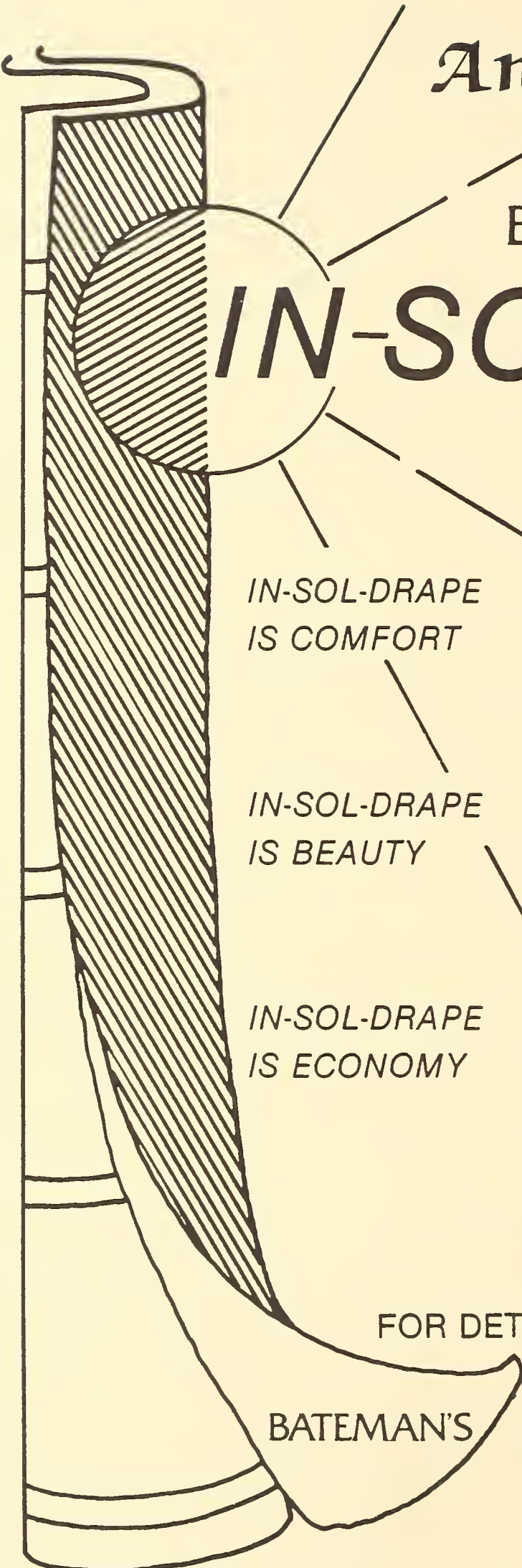
Directory of Solar Businesses and Services for Massachusetts

**Massachusetts Executive
Office of Energy Resources**

**Governor Michael S. Dukakis
Secretary Sharon M. Pollard**



Published by New England Solar Energy Association



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Massachusetts Directory

A Note on the Directory

The Massachusetts Directory is the second in a series of directories published by the New England Solar Energy Association for the New England States. We believe the Directory to be up-to-date as of November, 1985.

Notices were sent to all known solar companies in Massachusetts requesting information for the directory. Responses were received in writing and by telephone. Companies that did not respond and were not reachable by telephone were not listed.

The Directory is divided into four regional sections:

Boston Region -- includes Middlesex, Essex, Suffolk, and Norfolk Counties

Southeastern Region -- includes Bristol County, Cape Cod, and the Islands

Western Region -- includes Berkshire, Hampden, Hampshire and Franklin Counties

Worcester Region -- includes Worcester County

Partial funding for Directory was provided by the Massachusetts Executive Office of Energy Resources (EOER) through funds from the U.S. Department of Energy (DOE) Information Dissemination Grant. Inclusion of a listing in the Directory does not constitute an endorsement of any business or service by NESEA, EOER, or DOE. Although the information has been reviewed for accuracy, neither NESEA, EOER nor DOE assumes any responsibility for its accuracy or completeness.

New England Solar Energy Association

The New England Solar Energy Association is a non-profit membership organization founded in 1974 for the purpose of furthering the understanding and use of solar energy and other renewable energy sources. The Association publishes NORTHEAST SUN, a bi-monthly magazine of regional solar news, activities, and technologies; sponsors major technical conferences; serves the needs of professionals and homeowners through educational seminars and workshops; supports the solar industry through lobbying and public education; and serves as a solar clearinghouse for the New England area.

NESEA is a chapter of the American Solar Energy Society.

For more information

Those seeking more information can contact the New England Solar Energy Association at P.O. Box 541, Brattleboro, VT 05301. For membership information please use the coupon provided on the inside back cover. Thank you. For the addresses of Chapters of NESEA in Massachusetts, and for the location of the offices of the Massachusetts Office of Energy Resources, please check the inside back cover.

VICTOR W. OLGAY

GRAPHICS
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Massachusetts Directory of Solar Businesses

Consumer Protection

Finding the Right Contractor

Finding the best solar contractor, builder or installer for your particular project is a key element of success. The effort can be divided into four basic steps:

The first step is to get the names of several potential companies and/or individuals. This Directory is a good starting point for obtaining names. Also check your local Yellow Pages and talk with neighbors and friends who have had solar projects done.

The second step is to talk with each of the potential contractors you have identified. Ask for their recommendations on your project and ask them to bid or provide estimates on the work. (Keep in mind that most salespeople are not installers, and they will probably not be as knowledgeable about the system as the installer. He or she may have to talk with others in the company before answering your questions or giving you suggestions.) Also, ask potential contractors for a list of past customers who you may use as references.

The third step is to check up on the contractors you are interested in. Contact at least three of the customer references they provided you with. Ask what it was like working with the contractor, whether the work got done on time, whether the final price came in at or below the bid, and how satisfied they have been with the system operation. If the contractor was unwilling to provide you with a list of customer references, consider that a negative in your decision-making. If you have any doubts about a particular company, check with one or more of the consumer protection offices listed below to find out if any complaints have been filed against it.

The final step is actually choosing the contractor. Consider what each contractor told you (do the recommendations make sense?); consider what their past customers told you (is the company reliable? do they produce quality work?); and consider the price (what each contractor bid or estimated

on the project). If other aspects of potential contractors seem equal, go with the lowest bid. Otherwise, you will need to carefully balance the pros and cons of each potential contractor in reaching your decision. Avoid the temptation to simply accept the lowest bidder without going through the above steps.

Sign a Contract

Once you have selected the right contractor for your project, you should get all your verbal understandings in writing. Ask the contractor to draw up a contract if he or she has not already done so. Read the contract carefully and make sure it accurately reflects your understanding of cost, timeline, warranties on equipment and operation, maintenance, service charges if they apply, and any additional measures. Make sure the contractor and its subcontractors are insured for worker's compensation, property damage, and personal and property liability (insurance company(ies) and policy number(s) should be listed on the contract).

Sign the contract, make sure the contractor signs the contract, and keep a copy for your files. Once you sign a contract, you have until midnight of the third business day after you sign to change your mind and cancel, provided the work to be done is primarily for person, family or household purposes -- unless the contract is signed at the contractor's place of business. If you decide to cancel the agreement during this period you must notify the contractor in writing at his/her place of business by mail, by telegram or by delivery. The contractor should not begin work, and you are not financially responsible for any work performed, during this three-day period.

You should not sign a "completion certificate" or provide final payment until all the work is completed to your satisfaction.

Continued on page 36

	Service				Building					Technology							
	Contractor	Designer	Engineer	Supplier	Residential	Commercial	Institutional	New	Retrofit	Passive	Active	Solar Hot Water	Photovoltaics	Sunspaces	Pool Heating	Wind	Superinsulation
A Beautiful House 74 Chester St. Allston, MA 02134 617-782-1727 window repairs, infiltration proofing	*				*	*	*		*								
Acorn Structures PO Box 250 Concord, MA 01742 617-369-4111 complete house packages		*	*	*	*			*		*	*	*	*				*
Advanced Environmental Research 100 Memorial Dr. A. Cambridge, MA 02142 617-864-4982		*			*			*	*	*							
Aerospace Systems Inc. ASI 121 Middlesex Turnpike Burlington, MA 01803 617-272-7517		*	*			*	*	*	*	*	*	*	*	*	*	*	*
Alvin Hollis Co. 1 Hollis St. So. Weymouth, MA 02190 617-335-2100	*				*			*	*		*						
American Energy 63 Race Haverhill, MA 01830 617-372-5203	*	*	*	*	*	*	*	*	*		*						*
American Power Conversion 89 Cambridge St. Burlington, MA 01803 617-273-1570 inverters, power conditioners				*	*	*	*	*	*			*					
John H. Anderson, Architect Independence Court Concord, MA 01742 617-369-7532		*			*	*	*	*	*	*			*				*
Apple Energy 13 Man Mar Dr. Plainville, MA 02760 617-695-7496	*	*		*	*	*		*	*	*	*	*		*	*		
Applied Resources Group Inc. 37 Harvard St. Brookline, MA 02146	*	*	*			*	*	*	*	*		*	*		*		

Boston Region

	Service				Building				Technology							
	Contractor	Designer	Engineer	Supplier	Residential	Commercial	Institutional	New	Retrofit	Passive	Active	Solar Hot Water	Photovoltaics	Sunspaces	Pool Heating	Superinsulation
Atkinson, W.E. Co. PO Box 710, 27 Water St. Newburyport, MA 01950 617-462-4484	*				*				*	*	*	*	*		*	
Bateman's In-Sol-Drape 282 Hill Rd. Boxborough, MA 01719 617-263-0886 nighttime insulation		*			*	*	*	*	*	*	*				*	
Edward Bing and Assoc., Architects 18 Brattle St. Cambridge, MA 02138 617-354-7978		*			*	*			*	*	*					
BMS PO Box 480 Stoughton, MA 02072 617-436-7720 corrosion prevention supplies					*	*	*	*	*	*						
Boston Solar Construction 16 School St. Bedford, MA 01730 617-275-4369	*					*	*		*	*	*	*	*	*		
Robert D. Bradley Architect 15 Rockville Ave. Lexington, MA 02173 617-862-4630		*	*		*	*	*	*	*	*	*	*	*	*	*	*
Brady and Sun 97 Webster St. Worcester, MA 01603 617-755-9580					*	*	*	*	*	*	*				*	*
Robert Britton Old Rowley Rd. Newbury, MA 01950 617-465-7875	*	*				*	*		*	*	*	*			*	*
BTU's Unlimited PO Box 1265 Marblehead, MA 01945 617-639-0037					*	*	*	*	*	*		*	*	*		*
Bursaw Oil Corporation 27 Cherry St. Danvers, MA 01923 617-777-0700	*					*			*		*	*				

	Service				Building				Technology								
	Contractor	Designer	Engineer	Supplier	Residential	Commercial	Institutional	New	Retrofit	Passive	Active	Solar Hot Water	Photovoltaics	Sunspaces	Pool Heating	Wind	Superinsulation
C.S.E.I. 55 Wheeler St. Cambridge, MA 02138 617-354-5272				*								*	*				
Cambridge Alternative Power Co., Inc. 299 Concord Ave. Cambridge, MA 02138 617-547-0400 spas, wood & coal stoves, window ins.	*	*		*	*		*	*	*	*	*		*	*			
Capco Energy Supply 1-B Msgr. O'Brien Highway E. Cambridge, MA 02141 617-227-9160 ground source heat pumps				*	*	*	*	*		*	*	*					
Cape Ann Solar Systems 17 Nashua Ave. Gloucester, MA 01930 617-283-0165/617-281-3047 radiant heating	*	*	*	*	*		*	*	*	*	*		*	*		*	
Colloidal Materials PO Box 696 Andover, MA 01810 617-475-3276 PCM pouches				*	*	*	*	*	*								
Community Builders Cooperative 24 Webster Ave. Somerville, MA 02143 617-623-8340	*	*		*	*	*	*	*	*				*			*	
Cullen Fuel Inc. PO Box 350, 17 Hobart Danvers, MA 01923 617-774-0130	*				*	*		*		*	*			*			
Dampney Company, Inc. 88 Paris St. Everett, MA 02149 617-389-2805 selective coat. for solar collectors				*													
Davies and Bibbins, Architects 11 Hurley St. Cambridge, MA 02141 617-492-6100		*			*	*	*										

Boston Region

	Service				Building				Technology							
	Contractor	Designer	Engineer	Supplier	Residential	Commercial	Institutional	New	Retrofit	Passive	Active	Solar Hot Water	Photovoltaics	Sunspaces	Pool Heating	Superinsulation
Diversified Solar 645 Morrissey Blvd. Boston, MA 02122	*				*	*	*	*	*		*	*	*			
Do-It-Yourself Solar 29 Highgate Rd. Marlboro, MA 01752 617-481-0359		*		*	*	*		*	*		*	*				
Donham Sweeney Architects 103 Broad St. Boston, MA 02110 617-423-4280		*			*	*	*			*	*	*		*		
J.J. Duffy and Assoc. 8 Orient St. Winchester, MA 01890 617-729-7233 monitoring			*		*	*	*	*	*	*			*	*		*
Dunn Energy Center Off Euclid Ave. Maynard, MA 01754 617-897-9242	*			*	*	*		*	*	*	*	*		*	*	
Earth Star Energy Systems 14 Jefferson St. Waldoboro, ME 04572 207-832-6861 do-it-yourself systems		*	*	*	*	*	*	*	*		*	*			*	
Eastern Private Power 247 Andover St. Peabody, MA 01960 617-532-6700 co-generation	*	*				*						*				
Eastern Solar Services PO Box 60 Wayland, MA 01778 617-358-5281 service only	*				*	*	*	*	*	*	*	*			*	
Elbart Manufacturing Co. 127 W. Main St. Millbury, MA 01527 617-865-9412				*	*	*	*	*	*		*	*				

	Service				Building				Technology						
	Contractor	Designer	Engineer	Supplier	Residential	Commercial	Institutional	New	Retrofit	Passive	Active	Solar Hot Water	Photovoltaics	Sunspaces	Pool Heating
Energy Alternatives PO Box 285 Greenbush, MA 02040 617-545-3453 blower door testing & energy-sealing	*			*			*	*							*
Energy Concepts PO Box 525 Beverly Farms, MA 01915 617-922-8567	*		*	*			*	*		*	*		*	*	
Energy Conservation and Solar Center 121 Valley Manchester, NH 03105 603-625-9677			*	*	*		*	*	*	*	*	*	*	*	
Energy Design Team 149 Staniford St. Boston, MA 02114 617-720-2422		*	*	*	*	*	*	*	*	*	*	*	*	*	
Energy Investment 286 Congress St. Boston, MA 02210 617-482-8228		*	*		*	*		*		*	*	*			*
Energy Solutions 119 West St. Methuen, MA 01844 617-686-7093	*			*	*		*	*	*	*	*		*	*	
Energy Store 798 Washington St. Holliston, MA 01746 617-429-7423	*	*	*	*			*	*	*	*	*		*	*	
Energy Unlimited 303B Boston Post Rd. Wayland, MA 01778 617-358-7358	*		*	*	*	*	*	*	*	*	*	*	*		*
Fireside Gallery 240 Howard St. Framingham, MA 01701 617-872-8836	*		*	*			*	*	*		*		*	*	
Fisher-Churchill Energy Center 580 Providence Hwy. Dedham, MA 02026 617-326-0290	*	*		*	*	*	*	*		*	*			*	

Boston Region

	Service			Building					Technology								
	Contractor	Designer	Engineer	Supplier	Residential	Commercial	Institutional	New	Retrofit	Passive	Active	Solar Hot Water	Photovoltaics	Sunspaces	Pool Heating	Superinsulation	Wind
Four Seasons Greenhouses One Snow Rd. Marshfield, MA 02050 617-834-9306/617-535-5399	*	*				*	*		*	*	*				*		
Drew A. Gillett, P.E. 319 Holbrook Rd. Bedford, NH 03102 603-668-7336 registered HVAC engineer				*		*	*	*	*	*	*	*	*	*	*	*	
Good News Glass Isaac Bradway Rd. Hampden, MA 01036 413-566-3134 solar and other specialty glass					*						*	*					
Greene Rubber Co. 160 Second St. Cambridge, MA 02142 617-547-7655 silicone seals					*												
Jane Griswold, Architect 14 Woodland Rd. Andover, MA 01810 617-475-7136		*				*			*	*	*	*	*		*		*
Keith B. Gross, Architects & Planners 99 School St. Weston, MA 02193 617-899-3054 stress skin, imported housing		*				*	*		*	*	*	*			*		*
Stephen A. Guild Co., Inc. 161 Woodland St. Natick, MA 01760 617-655-1405	*					*				*		*	*		*		
Harkness and McCoubrey Solar 63 Madison St. Medford, MA 02155 617-396-7245	*	*				*	*		*	*	*	*	*		*		*
HMFH Architects Inc. 543 Green St. Cambridge, MA 02139 617-492-2200		*				*	*	*	*	*	*						

	Service				Building				Technology								
	Contractor	Designer	Engineer	Supplier	Residential	Commercial	Institutional	New	Retrofit	Passive	Active	Solar Hot Water	Photovoltaics	Sunspaces	Pool Heating	Wind	Superinsulation
Hockamock Design 100 Memorial Dr. Apt. 8-2A Cambridge, MA 02142 617-864-4982		*			*			*	*	*			*				*
IES Solar Contracting 247 Andover St., Rt. 114 Peabody, MA 01960 617-532-6700 cogeneration	*	*	*		*	*	*	*	*	*	*		*				
Gerald Ives, Architects 1 Dartmouth Place Boston, MA 02116 617-267-6931 natural daylighting, cooling		*			*	*	*	*	*	*	*		*				*
Don Kent's Solar Warehouse 952 Dorchester Ave. Boston, MA 02125 617-288-4800				*	*	*	*	*	*		*	*	*		*		
Philip Kramer 16 Holyoke Rd. Somerville, MA 02144 617-666-2962		*			*			*		*							*
Life Energy Associates 20 Darton St. Concord, MA 01742 617-369-5680 indoor air quality evaluations			*			*	*						*				*
Lowell Window Shades Co., Inc. 172 Lakeview Ave. Lowell, MA 01850 617-454-7711	*			*	*	*		*		*							
Doug Lynn Associates 14 Royal Crest Dr. Nashua, NH 03060 603-888-8704 manufacturers rep				*	*	*	*				*	*					
Peter MacFarlane Inc. 95 Bridge Dedham, MA 02026 617-326-9500	*				*	*	*	*	*		*	*					

Boston Region

	Service				Building				Technology							
	Contractor	Designer	Engineer	Supplier	Residential	Commercial	Institutional	New	Retrofit	Passive	Active	Solar Hot Water	Photovoltaics	Sunspaces	Pool Heating	Superinsulation
Martell Solar Power 107 Catamount Rd. Tewksbury, MA 01876 617-851-4381	*					*			*	*		*	*			*
Massachusetts Solar Inc. 27 Summer St., PO Box 400 Maynard, MA 01754 617-897-4455 swimming pools	*	*	*	*	*				*	*	*	*	*	*	*	*
McCabes Energy Store 400A Lowell St. Lexington, MA 02173 617-862-5405	*				*	*	*	*	*	*	*	*	*	*	*	*
Harvey Montague 210 Lincoln St. Boston, MA 02111 617-451-1044			*			*	*	*	*	*	*				*	
Multi Structure 416 Main St. Tewksbury, MA 01876 617-851-3729 hot air systems					*	*	*		*		*	*				
New England Multi-Fuel Co. 102 Village St. Reading, MA 01867 617-944-6361 heat pumps	*	*	*	*	*	*	*	*	*	*		*	*			*
Northeast Specialty 520 Broadway Lawrence, MA 01841 617-688-1162 solar pipe insulation					*											*
Norwood Energy 1008 Washington St. Norwood, MA 02062 617-762-1910	*					*	*	*	*	*			*			*
Victor Olgyay 4 Merrill St. Cambridge, MA 02139 617-497-1210			*						*	*	*				*	*

	Service				Building					Technology							
	Contractor	Designer	Engineer	Supplier	Residential	Commercial	Institutional	New	Retrofit	Passive	Active	Solar Hot Water	Photovoltaics	Sunspaces	Pool Heating	Wind	Superinsulation
Peter-Sun Solar Inc. Rte. 101A Amherst, NH 03031 603-880-0633				*	*			*	*		*	*			*		
Powers and Co., Inc. 368 Congress St. Boston, MA 02210 617-451-0040		*			*	*	*	*	*	*	*		*				*
PVI Inc. Box 370, Back Bay Annex Boston, MA 02117 617-267-2325 manufacturer of PV test equipment				*								*					
QED/Seaver 47 Rosalie Rd. Needham, MA 02194 617-444-2216 heat pumps		*	*			*	*	*	*	*	*		*				*
Ra Solar Co. PO Box 2222 Littleton, MA 01460 617-468-8943 new homes	*	*		*	*	*		*	*	*	*	*	*	*	*		*
RAS Inc. 60 Mall Rd. Burlington, MA 01803 617-229-2822	*				*		*		*	*	*		*	*			
Larry Reynolds Greenhouse Sales & Service 292 Irving Ave. Framingham, MA 01701 617-877-6457 hot tubs	*			*	*	*	*	*					*				
Norman Saunders 15 Ellis Weston, MA 02193 617-894-4748 controllers, loggers	*	*	*	*	*	*	*	*	*	*	*		*	*			*
Sears Solar by Am. Solar King 6 October Hill Rd. Holliston, MA 01746 617-429-4770	*				*	*	*	*	*		*	*					*

Boston Region

	Service				Building				Technology							
	Contractor	Designer	Engineer	Supplier	Residential	Commercial	Institutional	New	Retrofit	Passive	Solar Hot Water	Photovoltaics	Sunspaces	Pool Heating	Superinsulation	Wind
Serres Solarium Ltee. 220 Reservoir St. Needham Heights, MA 02194 617-449-3166	*	*		*	*	*	*	*	*					*		
Sippican Consultants Int'l 1033 Mass Ave. Cambridge, MA 02138 617-868-1200		*	*				*		*	*	*	*		*	*	
Sippican Energy Systems 11 Ned's Point Rd. Mattapoisett, MA 02739 617-758-9670	*	*		*	*	*	*	*	*		*	*	*		*	
Bill Smith 36 Geggatt Rd. E. Falmouth, MA 02536 617-563-6827 computer-aided work		*			*				*	*	*			*		*
Robert O. Smith Heating & Solar Engrs. 55 Chester St. Newton, MA 02161 617-965-5428			*		*	*	*	*	*	*	*	*		*	*	*
Solar Alternative 71 Main St. Brattleboro, VT 05301 802-257-4528 heat exchangers, gas/oil systems					*	*	*	*	*	*	*	*			*	*
Solar Design Assoc. Conant Rd. Lincoln, MA 01773 617-259-0350	*	*	*	*	*	*	*	*	*		*	*	*	*		
Solar Glass Co. 456 Centre Jamaica Plain, MA 02130 617-522-1177 specialty glass and extrusions					*	*	*	*	*	*				*		
Solar Span Energy Systems Inc. 85 Speen St. Framingham, MA 01701 800-932-3600 interior storm windows	*					*	*		*	*		*	*			

	Service				Building					Technology							
	Contractor	Designer	Engineer	Supplier	Residential	Commercial	Institutional	New	Retrofit	Passive	Active	Solar Hot Water	Photovoltaics	Sunspaces	Pool Heating	Wind	Superinsulation
Solar Utilities Box 1022, Mission Hill Boston, MA 02120 617-427-5922	*	*			*			*	*	*	*	*	*	*			*
Solar Wave Construction, Inc. 523 Medford Charlestown, MA 02129 617-242-2150	*				*	*	*	*	*		*	*					
Solex Corp. 52 Meadowcroft St. Lowell, MA 01852 617-459-4210	*	*	*	*	*	*	*	*	*	*	*	*		*	*		
Solfax, Inc. 523 Medford Charlestown, MA 02129 617-242-3384 manufacturer of solar collectors				*							*						
Spire Corp. Patriots Park Bedford, MA 01730 617-275-6000 manufacturing equipment												*					
Stove Works 32 Main St. Hopkinton, MA 01748 617-435-3783 insulation contractor	*			*	*		*	*	*		*		*	*			
Sun-Wrights 334 Washington Somerville, MA 02143 617-628-5030 manufacturer				*	*		*	*					*				
Sunshine Builders Cooperative 80 Thornton St. Roxbury, MA 02119 617-445-1432	*	*			*	*	*	*	*	*			*				
Sunspace Design 4 Dudley Pl. Arlington, MA 02174 617-646-2700	*				*	*	*	*	*				*				

Boston Region

	Service			Building					Technology								
	Contractor	Designer	Engineer	Supplier	Residential	Commercial	Institutional	New	Retrofit	Passive	Active	Solar Hot Water	Photovoltaics	Sunspaces	Pool Heating	Superinsulation	Wind
Taddeo Heating and Solar 301 Union St. Franklin, MA 02038 617-528-9475	*				*	*		*	*		*	*			*		
Target Marketing 10 Woodridge Lane Westford, MA 01886 617-663-7287					*	*	*	*	*		*	*	*		*		*
Tri Solar Corp. 10 DeAngelo Dr. Bedford, MA 01730 617-275-1200	*	*	*	*	*	*	*	*	*		*		*				
Tully & Ingersoll Architects 146 Mt. Auburn Cambridge, MA 02138 617-491-0961 energy analysis		*	*		*	*	*	*	*	*			*	*			*
Under the Sun 141 So. Central Ave. Quincy, MA 02170 617-472-6018 heat pumps,sys. repairs,energy audits		*	*		*	*	*	*	*	*	*	*	*	*	*	*	*
Vaughn Manufacturing Corp. PO Box 5431 Salisbury, MA 01950 617-462-6683 tank manufacturer					*						*	*					
Vent-Axia Inc. PO Box 2204 Woburn, MA 01888 617-935-4735 air movement		*			*	*	*	*	*		*				*		
Vesta Co. 7 Hartford Framingham, MA 01701 617-875-6633 coal & wood	*	*	*	*	*	*		*	*	*	*	*	*		*		
Warm Window Dressings 25 Prospect St. Needham, MA 02192 617-444-5276 insulating window shades		*			*	*		*	*	*							

	Service				Building					Technology							
	Contractor	Designer	Engineer	Supplier	Residential	Commercial	Institutional	New	Retrofit	Passive	Active	Solar Hot Water	Photovoltaics	Sunspaces	Pool Heating	Wind	Superinsulation
Weather Energy Systems PO Box 459 W. Wareham, MA 02576 617-295-8103 fan units, environmental controls	*		*										*				
Earl Webb and Co. 440 Baker W. Roxbury, MA 02132 617-325-4440	*				*	*		*	*		*	*		*			
Windward Custom Energy Systems 8 River Dr. Hadley, MA 01035 413-584-3510	*	*	*	*	*	*	*	*	*	*	*	*	*		*	*	
Zecher Associates 42 Fayette St. Cambridge, MA 02139 617-492-0003	*	*			*	*		*	*	*	*		*				*
Zeopower Co. 75 Middlesex Ave Natick, MA 01760 617-655-4125	*	*			*	*	*	*	*	*	*						

Southeastern Region

	Service				Building				Technology							
	Contractor	Designer	Engineer	Supplier	Residential	Commercial	Institutional	New	Retrofit	Passive	Active	Solar Hot Water	Photovoltaics	Sunspaces	Pool Heating	Superinsulation
Acorn Structures PO Box 250 Concord, MA 01742 617-369-4111 complete house packages			*	*	*	*			*		*	*	*	*	*	*
Ancil Plumbing and Heating PO Box 374 Somerset, MA 02726 617-672-5121		*				*	*	*	*	*			*			
Apple Energy 13 Man Mar Dr. Plainville, MA 02760 617-695-7496		*	*		*	*	*		*	*	*	*	*		*	*
Aileen Barth PO Box 2537 Nantucket, MA 02584 617-228-3089 historic work			*			*	*		*	*	*				*	*
Brady and Sun 97 Webster St. Worcester, MA 01603 617-755-9580					*	*	*	*	*	*	*				*	*
Canco Energy Corp. 350 Main St. W. Yarmouth, MA 02673 617-775-2800		*				*	*		*	*			*			
Capco Energy Supply 1-B Msgr O'Brien Highway E. Cambridge, MA 02141 617-227-9160 ground source heat pumps					*	*	*	*	*	*		*	*	*		
Cape Cod Energy Works 1317A Rte. 28 So. Yarmouth, MA 02664 617-394-7536					*	*	*	*	*	*	*	*	*	*	*	*
Earth Star Energy Systems 14 Jefferson St. Waldoboro, ME 04572 207-832-6861 do-it-yourself systems			*	*	*	*	*	*	*	*		*	*		*	

	Service				Building				Technology								
	Contractor	Designer	Engineer	Supplier	Residential	Commercial	Institutional	New	Retrofit	Passive	Active	Solar Hot Water	Photovoltaics	Sunspaces	Pool Heating	Wind	Superinsulation
Eastern Solar Services PO Box 60 Wayland, MA 01778 617-358-5281 service only	*				*	*	*	*	*	*	*	*			*		
Elbart Manufacturing Co., Inc. 127 W. Main St. Millbury, MA 01527 617-865-9412				*	*	*	*	*	*		*	*					
Environomics 1 Johnny Cake Hill New Bedford, MA 02740 617-994-7600 energy control window film	*	*	*	*	*	*	*	*	*				*				*
Good News Glass Isaac Bradway Rd. Hampden, MA 01036 413-566-3134 solar and specialty glass				*						*	*						
Keith B. Gross Architects and Planners, Inc. 99 School St. Weston, MA 02193 617-899-3054 stress skin, imported housing		*			*	*		*	*	*	*		*				*
Heartwood Builders Inc. 179 Bayview Ave. Berkeley, MA 02780 617-823-5412	*			*	*	*		*	*	*			*				
Jackson Solar 1 Country Rd. Bourne, MA 02532 617-759-2715	*			*	*			*	*		*	*					
Massachusetts Solar Inc. 27 Summer St., PO Box 400 Maynard, MA 01754 617-897-4455 swimming pools	*	*	*	*	*			*	*	*	*	*	*	*			*
William McGinness PO Box 1873 Nantucket, MA 02554		*			*			*	*	*							*

Southeastern Region

	Service			Building				Technology									
	Contractor	Designer	Engineer	Supplier	Residential	Commercial	Institutional	New	Retrofit	Passive	Active	Solar Hot Water	Photovoltaics	Sunspaces	Pool Heating	Superinsulation	Wind
Mobil Solar Energy Corp. 16 Hickory Dr. Waltham, MA 02254 617-466-1386					*	*	*	*	*	*				*			
Monegon Solar 15 Plymouth Dr., Easton Ind. Park So. Easton, MA 02375 617-524-6615/800-238-HEAT Infiltration control/blower doors	*		*	*	*	*	*	*	*	*		*	*	*	*	*	
R & R Gilmore Inc. Holmes Rd. N. Eastham, MA 02651 617-255-0660	*		*	*	*	*		*	*	*	*	*				*	
Norman Saunders 15 Ellis Weston, MA 02193 617-894-4748 controllers, loggers	*	*	*	*	*	*	*	*	*	*	*	*	*		*	*	*
Shelter Design Ltd. 68 Governor St. Providence, RI 02906 401-274-4422	*	*	*		*				*	*	*				*		*
Sippican Energy Systems 11 Ned's Point Rd. Mattapoisett, MA 02739 617-758-9670	*	*			*	*	*	*	*	*		*	*	*		*	
Bill Smith 36 Geggatt Rd. E. Falmouth, MA 02536 617-563-6827 computer-aided work		*			*				*	*	*				*		*
Robert O. Smith Heating & Solar Engrs. 55 Chester St. Newton, MA 02161 617-965-5428			*		*	*	*	*	*	*	*	*	*		*	*	*
Solar Alternative 71 Main St. Brattleboro, VT 05301 802-257-4528 heat exchanger, gas/oil heat systems					*	*	*	*	*	*	*	*	*		*		*

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	Service				Building				Technology								
	Contractor	Designer	Engineer	Supplier	Residential	Commercial	Institutional	New	Retrofit	Passive	Active	Solar Hot Water	Photovoltaics	Sunspaces	Pool Heating	Wind	Superinsulation
Solar Systems of Cape Cod 157 Airport Rd. Hyannis, MA 02601 617-771-0498	*	*	*	*	*	*		*	*	*	*	*	*	*			
Solar Yankee Inc. 24 Pine Circle Pembroke, MA 02359-3014 617-293-5911	*	*			*	*		*	*				*				
SolarSense Inc. 468 County Rd. Monument Beach, MA 02553 617-759-5675	*				*	*		*	*	*	*			*			
Solarworks on Cape Cod 2 Oriole Lane Sandwich, MA 02563 617-888-7844	*	*			*	*		*	*	*	*		*	*		*	
South Mountain Company, Inc. South Rd. Chilmark, MA 02535 617-645-2618	*	*		*	*			*	*	*	*		*			*	
Thompson Consultants 525 Mill St. Marion, MA 02738 617-748-2620		*	*			*	*	*	*								
Under the Sun 141 So. Central Ave. Quincy, MA 02170 617-472-6018 heat pumps,system repairs,energy aud.		*	*		*	*	*	*	*	*	*	*	*	*	*		
Washburn Luther Nelson 126 Bank St. Attleboro, MA 02703 617-222-0821		*			*	*		*	*	*	*						
Weather Energy Systems PO Box 459 W. Wareham, MA 02576 617-295-8103 fan units, environmental controls		*		*	*	*	*	*	*				*				
Windward Custom Energy Systems 8 River Dr. Hadley, MA 01035 413-584-3510	*	*	*	*	*	*	*	*	*	*	*	*	*		*	*	

Western Region

	Service	Building				Technology											
	Contractor	Designer	Engineer	Supplier	Residential	Commercial	Institutional	New	Retrofit	Passive	Active	Solar Hot Water	Photovoltaics	Sunspaces	Pool Heating	Wind	Superinsulation
A-1 Sunrise Solar PO Box 146 Wilbraham, MA 01095 413-596-9232	*	*	*		*	*	*	*	*	*	*	*	*		*		*
Acorn Structures PO Box 250 Concord, MA 01742 617-369-4111 complete house packages		*	*	*	*				*	*	*	*	*	*	*		*
Advanced Energy Management Main St., Box 239 Stockbridge, MA 01262 413-298-3661 energy management	*	*			*	*	*	*	*	*	*	*	*		*	*	
Advanced Sun Technologies 311 River Dr. Hadley, MA 01035 1-800-225-1996	*	*		*	*	*	*	*	*	*	*	*	*			*	
Alpha Omega Solar PO Box 254 Westfield, MA 01005 413-568-4133	*				*	*	*	*	*	*	*	*	*				
Architects Inc. 78 Main St. Northampton, MA 01060 413-584-7224		*			*	*	*	*	*	*	*	*	*		*		*
Benson Insulation Co., Inc. 12 Elm St. Hatfield, MA 01038 413-247-5346 pipe insulation distributor	*			*	*	*	*	*	*	*		*	*				
Richard C. Boast, Architect Box 104 Royalston, MA 01368 617-249-4403		*			*	*	*	*	*	*	*				*		*
Brady and Sun 97 Webster St. Worcester, MA 01603 617-755-9580				*	*	*	*	*	*	*	*				*		*

	Service					Building				Technology						
	Contractor	Designer	Engineer	Supplier	Residential	Commercial	Institutional	New	Retrofit	Passive	Active	Solar Hot Water	Photovoltaics	Sunspaces	Pool Heating	Wind
Capco Energy Supply 1-B Msgr O'Brien Highway E. Cambridge, MA 02141 617-227-9160 ground source heat pumps				*	*	*	*	*	*	*	*	*				
Center for Ecological Technology 148 First St. Pittsfield, MA 01201 413-445-4556 weatherization products and services loan subsidies																
Contemporary Structures, Inc. 1102 Center St. Ludlow, MA 01056 413-583-8300/413-589-0147	*	*	*		*	*		*	*	*	*		*	*		*
Conway Trader Energy Systems 217 Russell Hadley, MA 01036 413-586-2141 service systems	*			*	*	*	*	*	*	*	*			*		
County-Wide Solar Additions 613 Queen St. Southington, CT 06489 413-737-8933 solar assisted heat pumps	*	*			*			*	*	*	*		*	*		
Curran Associates 182 Main St. Northampton, MA 01060 413-584-7701			*		*	*	*	*	*	*	*		*			
Dan's Heating Service PO Box 8, Old Warren Rd. Palmer, MA 01069 413-283-7694	*				*		*	*	*		*			*		
Joshua Dee RD 3 Great Barrington, MA 01230 413-528-2430																*
Design Works Inc. 11 Hitching Post Rd. N. Amherst, MA 01059 413-549-4763 design tools		*			*	*	*	*	*	*		*	*			*

	Service			Building				Technology									
	Contractor	Designer	Engineer	Supplier	Residential	Commercial	Institutional	New	Retrofit	Passive	Active	Solar Hot Water	Photovoltaics	Sunspaces	Pool Heating	Superinsulation	Wind
Earth Star Energy Systems 14 Jefferson St. Waldoboro, ME 04572 207-832-6861 do-it-yourself systems			*	*	*	*	*	*	*	*		*	*			*	
Elbart Manufacturing Co. 127 W. Main St. Millbury, MA 01527 617-865-9412					*	*	*	*	*	*		*	*				
Energy East 520 No. Main St. E. Longmeadow, MA 01028 413-737-9801	*					*			*	*			*		*		
Energy Specialists Inc. 239 Pleasant St. Northampton, MA 01060 413-788-4421/413-584-0043	*					*	*	*	*	*	*	*	*		*	*	*
Good News Glass Isaac Bradway Rd. Hampden, MA 01036 413-566-3134 solar and specialty glass					*						*	*					
Keith B. Gross Architects & Planners 99 School St. Weston, MA 02193 617-899-3054 stress skin, imported housing		*				*	*		*	*	*	*			*		*
Habitat 123 Elm St. So. Deerfield, MA 01373 413-665-4006 material packages					*	*	*		*	*	*				*		
Heartwood Inc. Johnson Rd. Washington, MA 01235 413-623-6677 owner-builder school	*	*				*			*	*	*				*		*
Helios Design Builders Box 64 Mt. Hermon, MA 01354 413-498-5579 earth-sheltered	*	*				*	*	*	*	*	*		*		*		*

	Service				Building					Technology							
	Contractor	Designer	Engineer	Supplier	Residential	Commercial	Institutional	New	Retrofit	Passive	Active	Solar Hot Water	Photovoltaics	Sunspaces	Pool Heating	Wind	Superinsulation
Howe Architecture and Planning 115 Park Square Great Barrington, MA 01230 413-528-1241	*			*	*												
Insul Block Corp. 55 Circuit Ave. W. Springfield, MA 01089 413-781-0010			*	*	*	*	*		*								
Kasten Associates 904 Stony Hill Rd. - PO Box 51 Wilbraham, MA 01095 413-596-8771 wood/coal boilers and furnaces			*							*	*			*			
Don Kent's Solar Warehouse 952 Dorchester Ave. Boston, MA 02125 617-288-4800			*	*	*	*	*	*		*	*	*		*			
Ken Kipen Box 42, John Ford Rd. Ashfield, MA 01330 413-628-3854	*			*			*		*	*							
Kitchell and Austin Six Main St. Amherst, MA 01002 413-256-8521	*			*	*	*	*	*	*				*				*
Philip Kramer 16 Holyoke Rd. Somerville, MA 02144 617-666-2962	*			*			*		*								*
Lacasse Heating & Cooling Supply Inc. 555 So. Canal Holyoke, MA 01040 413-538-8000	*	*	*	*	*		*	*	*	*	*	*	*	*	*		
Maintenance Services PO Box 476 Haydenville, MA 01039 413-586-1221/413-268-7879	*		*	*	*		*	*	*	*	*						
Ralph C. Mason Oil Co. 6 John Williamstown, MA 01267 413-458-4646	*	*	*	*	*		*	*		*	*						

Western Region

	Service				Building				Technology							
	Contractor	Designer	Engineer	Supplier	Residential	Commercial	Institutional	New	Retrofit	Passive	Active	Solar Hot Water	Photovoltaics	Sunspaces	Pool Heating	Superinsulation
Massachusetts Solar Inc. 27 Summer St., PO Box 400 Maynard, MA 01754 617-897-4455 swimming pools	*	*	*	*	*	*			*	*	*	*	*	*	*	*
Mohawk Associates Lucy Fisk Rd. Shelburne, MA 01370 413-625-9454		*	*			*			*	*	*				*	*
New World Energy 77 Myron St. W. Springfield, MA 01089 413-737-2903	*				*	*			*	*	*	*	*		*	*
Northeast Designs 90 E. Dugway Rd. Lenox, MA 01240 413-637-2620			*			*	*	*	*	*	*	*		*	*	*
Northeast Solar Energy Installers 109 Alger St. Adams, MA 01220 413-743-9301	*					*			*	*	*	*	*		*	
Perkins Construction RFD #1 Orange, MA 01364 617-544-6385	*	*				*			*	*	*				*	*
Rainbow Builders Inc. Baker Rd. Shutebury, MA 01072 413-259-1330	*	*			*	*			*	*	*				*	*
Reynolds Aluminum Building Products 1067 Riverdale W. Springfield, MA 01089 413-732-0715	*	*	*	*	*	*	*	*	*	*	*	*	*		*	*
Norman Saunders 15 Ellis Weston, MA 02193 617-894-4748 controllers, loggers	*	*	*	*	*	*	*	*	*	*	*	*	*		*	*
Seekonk Solar Inc. 600 So. Main Great Barrington, MA 01230 413-528-3960	*					*	*	*	*	*	*	*	*		*	

	Service				Building					Technology						
	Contractor	Designer	Engineer	Supplier	Residential	Commercial	Institutional	New	Retrofit	Passive	Active	Solar Hot Water	Photovoltaics	Sunspaces	Pool Heating	Wind
Skyline Design 209 Locust Northampton, MA 01060 413-586-8491	*	*	*		*	*	*	*	*	*	*		*	*		*
Snug-a-Bug Solar Homes and Products PO Box 446 Palmer, MA 01069 413-436-5163/413-283-2192	*			*	*	*		*	*	*	*		*	*		
Solar Alternative 71 Main St. Brattleboro, VT 05301 802-257-4528 exchangers, gas/oil systems				*	*	*	*	*	*	*	*			*		*
Solar Engineering Inc. 30 Rockadundee Rd. Hampden, MA 01036 413-566-8052		*	*		*	*		*	*	*	*		*			*
Solar Sense 97 Ridge Ave. Pittsfield, MA 01201 413-443-5766	*				*	*	*	*	*		*		*			
David Spencer Architect 17 Spruceland Ave. Springfield, MA 01108 413-785-1052		*			*	*	*	*	*	*	*		*			
Split Oak Heating Rt 2, Mohawk Trail, PO Box 153 Shelburne Falls, MA 01370 413-625-9422	*	*	*	*	*	*	*	*	*	*	*		*			
Spring Hill Builders Inc. Box 29, Poole Hill Rd. Lebanon Springs, NY 12114 518-794-9460	*	*			*			*	*	*			*			*
Studio Forty-Five HCR Box 5258, Route 202S New Salem, MA 01355 617-544-2077	*	*			*	*	*	*	*		*	*				
R.D. Sullivan Const. Inc. PO Box 64 Granville, MA 01034 413-357-6407	*	*		*	*	*		*	*	*	*	*	*	*		*

Western Region

	Service			Building				Technology									
	Contractor	Designer	Engineer	Supplier	Residential	Commercial	Institutional	New	Retrofit	Passive	Active	Solar Hot Water	Photovoltaics	Sunspaces	Pool Heating	Superinsulation	Wind
Sun Energy Systems & Equipt. 316 Merrill Rd. Pittsfield, MA 01201 413-447-7658	*	*			*				*	*	*	*	*		*	*	
Sunenergy Solar Structures Inc. 262 No. Westfield Feeding Hills, MA 01030 413-786-3812	*				*				*	*	*	*	*		*		*
Sunrise Solar Inc. PO Box 146 Wilbraham, MA 01095 413-596-9232	*				*				*	*	*	*					
Philip Timpane Building Contractor RFD 1 W. Stockbridge, MA 01266 413-298-3028	*	*			*				*	*	*				*		*
Total Environmental Design 253 Long Plain Rd. Amherst, MA 01002 413-548-9434		*			*				*	*	*				*		
Trans Flow Energy Brattleboro Road Leyden, MA 01337 413-773-7276 air movement devices				*													
Warmrays Solar Inc. 136 Elm St. Pittsfield, MA 01201 413-499-2497 multi-fuel furnaces	*	*	*	*	*	*			*	*	*	*	*	*	*	*	*
Weather Energy Systems PO Box 459 W. Wareham, MA 02576 617-295-8103 fan units, environmental controls		*			*	*	*	*	*	*					*		
West Stockbridge Enterprises Inc. Austerlitz Rd. W. Stockbridge, MA 01266 413-232-4366 hydroelectric			*			*	*	*	*	*		*					

	Service				Building				Technology								
	Contractor	Designer	Engineer	Supplier	Residential	Commercial	Institutional	New	Retrofit	Passive	Active	Solar Hot Water	Photovoltaics	Sunspaces	Pool Heating	Wind	Superinsulation
Windward Custom Energy Systems 8 River Dr. Hadley, MA 01035 413-584-3510	*	*	*	*	*	*	*	*	*	*	*	*	*		*	*	
Winter Panel Corp. West Groton, MA 01472 617-448-3077 stress skin panels		*		*	*	*	*	*	*								*
Wright Builders 115 Industrial Dr. Northampton, MA 01060 413-568-3528	*				*	*		*	*				*				

Worcester Region

	Service			Building				Technology								
	Contractor	Designer	Engineer	Supplier	Residential	Commercial	Institutional	New	Retrofit	Passive	Active	Solar Hot Water	Photovoltaics	Sunspaces	Pool Heating	Superinsulation
Acorn Structures PO Box 250 Concord, MA 01742 617-369-4111 complete house packages		*	*	*	*	*			*		*	*	*	*	*	*
Advanced Energy Systems PO Box 351, 110 Worcester Rd. Sterling, MA 01565 617-422-7114		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Aho and Mom, Inc. PO Box 140, Main St. East Templeton, MA 01438 617-632-7365		*	*		*	*	*	*	*	*					*	*
Richard C. Boast, Architect Box 104 Royalston, MA 01368 617-249-4403			*		*	*	*	*	*	*					*	*
Brady and Sun 97 Webster St. Worcester, MA 01603 617-755-9580					*	*	*	*	*	*					*	*
Capco Energy Supply 1-B Msgr O'Brien Highway E. Cambridge, MA 02141 617-227-9160 ground source heat pumps					*	*	*	*	*	*		*	*	*		
Colonial Solar Heating 107 Thomas St. Worcester, MA 01608 617-799-7766		*			*	*			*				*			
Cox Systems Group 59 Rolling Acres Lunenburg, MA 01462 617-582-9031		*	*	*	*	*	*		*	*	*	*	*		*	*
Earth Star Energy Systems 14 Jefferson St. Waldoboro, ME 04572 207-832-6861 do-it-yourself systems			*	*	*	*	*	*	*	*		*	*		*	

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	Service				Building				Technology								
	Contractor	Designer	Engineer	Supplier	Residential	Commercial	Institutional	New	Retrofit	Passive	Active	Solar Hot Water	Photovoltaics	Sunspaces	Pool Heating	Wind	Superinsulation
Eastern Solar Services PO Box 60 Wayland, MA 01778 617-358-5281 service only	*				*	*	*	*	*	*	*			*			
Elbart Manufacturing 127 W. Main St. Millbury, MA 01527 617-865-9412				*	*	*	*	*	*		*	*					
En-Con Systems 134 Lunenburg St. Fitchberg, MA 01420 617-342-2931	*	*		*	*	*		*	*	*	*	*	*	*			
Energy Professional 345 High St. Clinton, MA 01510 617-368-0900 ground source heat pumps	*	*	*	*	*	*	*	*	*		*	*				*	
Free Energy Works Williamsville Rd. Barre, MA 01005 617-355-4317	*				*	*	*	*	*	*	*	*	*	*			
G. P. Solar Installations 238 N. Main St. Orange, MA 01364 617-544-3623	*	*		*	*	*		*	*	*	*	*		*	*		
Good News Glass Isaac Bradway Rd. Hampden, MA 01036 413-566-3134 solar and specialty glass				*					*	*							
Kontrol Air 83 Mechanic St. Leominster, MA 01453 617-537-4555 heating service	*	*			*	*	*	*	*		*	*		*	*	*	
Massachusetts Solar Inc. 27 Summer St., PO Box 400 Maynard, MA 01754 617-897-4455 swimming pools	*	*	*	*	*		*	*	*	*	*	*	*	*		*	

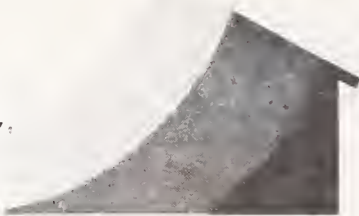
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Worcester Region

	Service				Building				Technology							
	Contractor	Designer	Engineer	Supplier	Residential	Commercial	Institutional	New	Retrofit	Passive	Active	Solar Hot Water	Photovoltaics	Sunspaces	Pool Heating	Superinsulation
Mountain Associates Inc. 116 Mirick Rd. Princeton, MA 01541 617-464-5151	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Tom Musco Timber Frames N. Fitzwilliam Rd. Royalston, MA 01368 617-249-9633 timber frame houses	*					*			*		*					*
North County Solar Inc. Main St. Ashburnham, MA 01430 617-827-4269	*					*	*		*	*		*	*			
Ra Solar Co. PO Box 2222 Littleton, MA 01460 617-468-8943 new homes	*	*			*	*	*		*	*	*	*	*	*	*	*
Royalston Oak Inc. Royalston, MA 01368 617-249-2163/617-249-9633	*	*				*			*		*					*
Norman Saunders 15 Ellis Weston, MA 02193 617-894-4748 controllers, loggers	*	*	*		*	*	*	*	*	*	*	*	*		*	*
Solar Alternative 71 Main St. Brattleboro, VT 05301 802-257-4528 heat exchangers, gas/oil htg systems					*	*	*	*	*	*	*	*	*		*	*
Solar Concepts Design Group & Building Co. Inc. 631 Main St. Bolton, MA 01740 617-779-6946	*	*				*			*	*	*				*	*
Solar Specialists 107 School St. N. Brookfield, MA 01535 617-867-7072	*	*				*	*		*	*		*	*	*	*	*

	Service				Building				Technology								
	Contractor	Designer	Engineer	Supplier	Residential	Commercial	Institutional	New	Retrofit	Passive	Active	Solar Hot Water	Photovoltaics	Sunspaces	Pool Heating	Wind	Superinsulation
Solar Specialists PO Box 480 Charleton City, MA 01508 617-248-7217	*	*			*	*		*	*		*	*	*	*	*		
C. Edouard St. Martin Associates 156 Russell St. Worcester, MA 01614 617-756-9620		*			*	*	*	*	*	*			*				
Sunshine Design 7-2 Eaglehead Cove Shrewbury, MA 01545 617-755-5766		*			*	*	*	*	*				*				
Suntree Solar Co. PO Box 547 Harrisville, RI 02830 401-568-3304	*	*	*	*	*	*	*	*	*	*	*	*	*		*		
Weather Energy Systems PO Box 459 W. Wareham, MA 02576 617-295-8103 fan units, environmental controls		*		*	*	*	*	*					*				
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Worcester Automatic Heating Inc. 501 Southbridge Worcester, MA 01610 617-754-6267	*	*			*	*		*	*		*	*		*			
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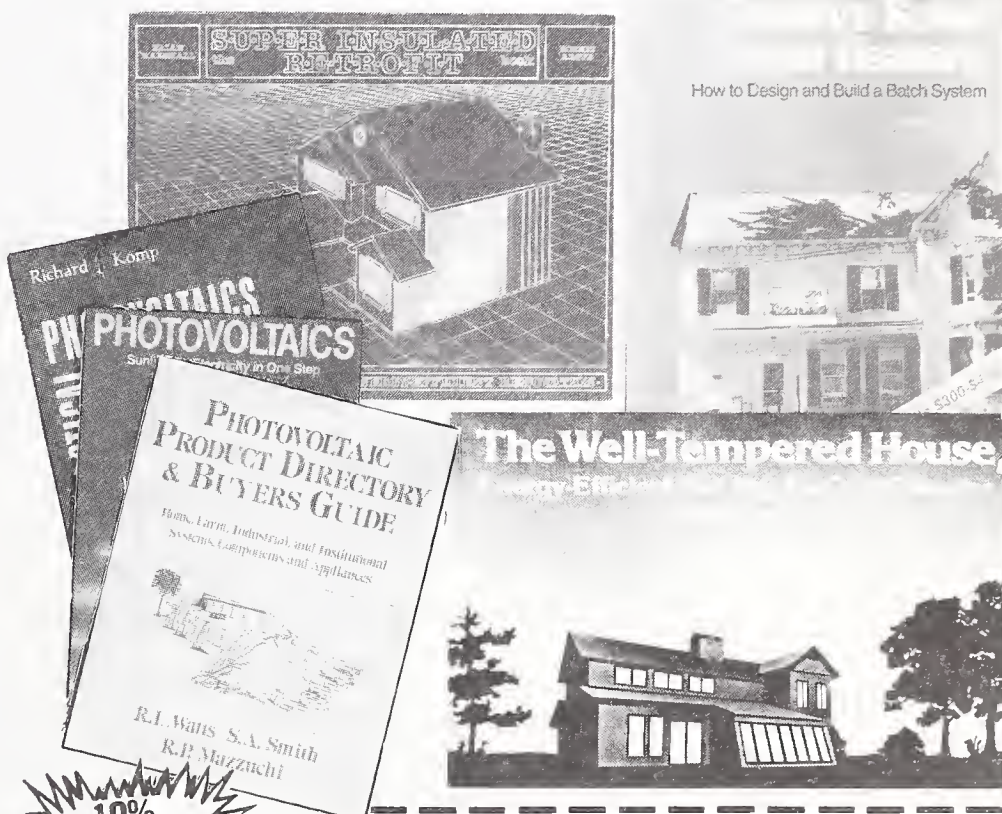
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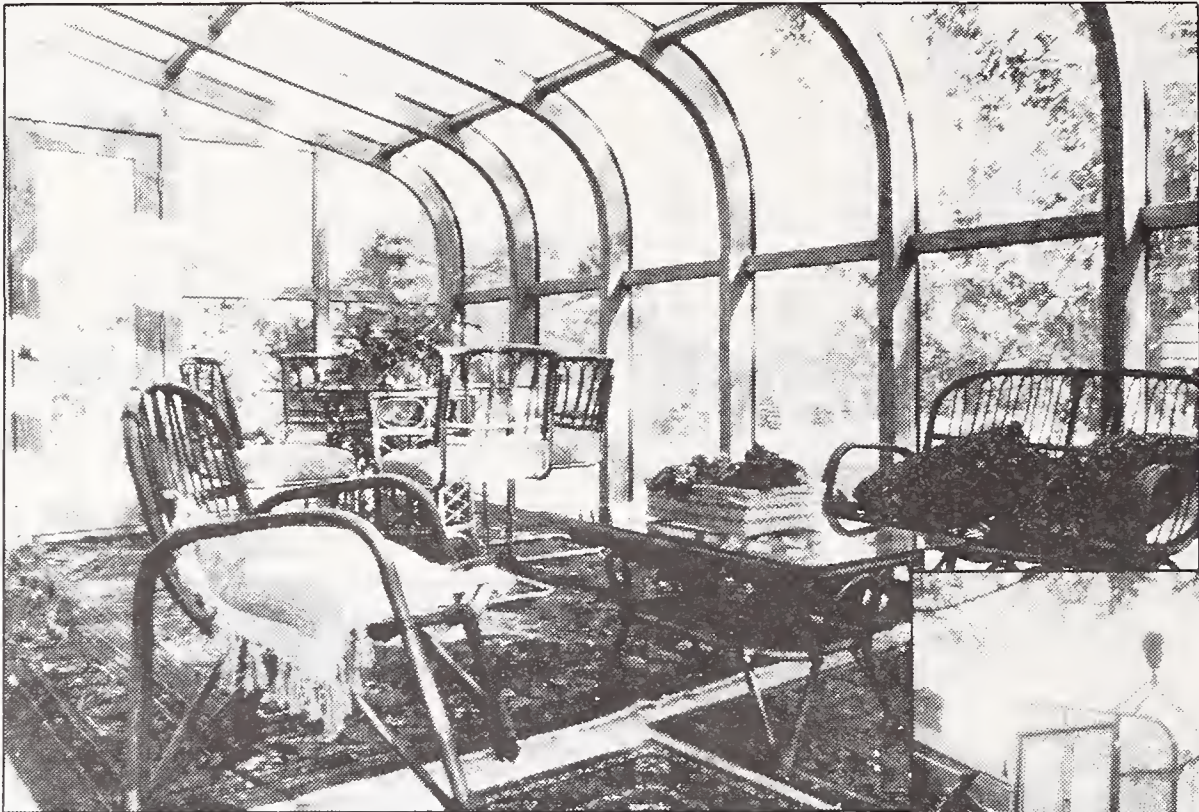
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What to do if Problems Arise

As with most industries, the solar industry is marred by some companies which sell faulty equipment, mislead customers about fuel savings, overcharge on installations, or in other ways fail to uphold ethical standards of doing business. If your contract has been violated or if a company has misrepresented its products or services to you, you have a number of options for recovering your losses or forcing the company to make good on their claims.

1. Contact the president of the company by letter, stating the problems you have experienced and what you would like the company to do about it (e.g. install a working system, repair leaks, refund some of the cost to account for lower performance than was claimed, etc.).

2. If no response to the letter results, or if the response is inadequate, contact one of the consumer protection offices listed below:

Better Business Bureau (617) 482-9151

The Better Business Bureau can provide assistance and an arbitration service if the need arises. They keep files of complaints lodged against companies, so you might want to check with them before choosing a contractor.

Massachusetts Executive Office of Consumer Affairs and Business Regulation (617) 727-7780.

This office serves in an educational and referral capacity, answering questions on consumer protection and directing people to the proper agency or advising them as to an appropriate course of action. The Executive Office of Consumer Affairs and Business Regulation does not file complaints or mediate disputes. In most cases, the office will direct people toward a local consumer office affiliated with the Attorney General's Office (see below).

Massachusetts Attorney General's Office (617) 727-8400.

The Attorney General's Office is involved in all aspects of consumer protection, including investigation

and prosecution of companies involved with fraud or deceptive sales practices. Through the main office, you can get a number for one of the 26 local consumer offices which are affiliated with the Attorney General's Office and located throughout the state.

Federal Trade Commission (617)

223-6621. The Federal Trade Commission is a Federal law enforcement agency which protects consumers by overseeing the selling of products and services. The FTC generally investigates a company only after receiving a substantial number of complaints or complaints involving a large dollar value. They are concerned with deceptive selling practices, omissions of fact, misleading statements, and other fraudulent business practices.

3. Finally, if all else fails, you can file suit. You can file a claim yourself through the Small Claims Court, or you can work with a private attorney or an arbitrator, such as the American Arbitration Association. You should get advice from one of the consumer protection offices before entering into any lawsuit.

If the Company has Gone Out of Business

If the company you are dealing with goes out of business during the warranty period, and your installation requires maintenance or repair, you may be burdened with the cost. This is a good argument for selecting a system in the first place that has been around for a while and which uses readily available and understood technologies.

Even a successful claim against a company which has filed for bankruptcy (also known as "Chapter 11") only means that you (along with many other creditors) are in line to get paid (or get your system working) if and when the company gets in a position to do so. If the company you initially dealt with has not been bought out by another company or seems unlikely to get back on its feet, your best bet will be to find another contractor who can put your system in working order. You will have to pay for this, but it will probably be worth the money if the alternative is no system and several thousand dollars down the drain.

Chapters of NESEA in Massachusetts:

Mass Bay Solar Energy Association
c/o Keith Gross
99 School St.
Weston, MA 02193
617-899-3054

Urban Solar Energy Association
1 Summer St.
Somerville, MA 02143
617-628-8399

Western Mass Solar Energy Association
c/o Bob Schrader
Cooperative Extension Service
Room 11 Draper Hall
Amherst, MA 01003
413-545-0060

Information can be obtained from the
Executive Office of Energy Resources
at the following locations:

Massachusetts Executive
Office of Energy Resources
100 Cambridge Street, Rm 1500
Boston, MA 02202
617-727-4732

Western Massachusetts Office
436 Dwight Street, Rm. 301
Springfield, MA 01103
413-739-9615; 617-727-0562

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Lakeville Hospital
Route 195
Lakeville, MA 02346
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